






Mayor's Action Center
Service Level Attainment Compliance
February 2010

Service Level Agreement	Target Performance			Current Performance	
Speed to Answer Calls	< :20				In compliance with service levels
Abandon Rate	< 5%				In compliance with service levels
Time on Call	< 2:30				In compliance with service levels
After Call Work	< :40				In compliance with service levels
Outbound Calls	>= 90% Outbound Call Rate for Service Closure				In compliance with service levels
Top 5 Service request	Chuckhole (2847)	Animal (1303)	Trash (956)	Abandon Vehicle (530)	Streets (164)